



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

## **J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Public Inquiries Assistant **PCN:** 107145  
(Bargaining)

**DEPARTMENT/LOCATION:** Medical Support Services/West Center **P. R.:** 03

**REPORTS TO:** Office Manager 1

**RESPONSIBILITIES:** Answer telephone calls to determine required transportation to appointments and gather necessary information. Notify contracted provider(s) of scheduled trips, prepare and issue bus passes. Complete and maintain unit records and reports of service authorizations received, requests for services, cab trips scheduled, and bus tickets mailed. Identify and define problems and make recommendations for corrective action. Assist other units with staff coverage. Communicate with Transportation provider(s) to coordinate customer services. Advise Case Manager when changes in the customer's circumstances affect service needs and/or eligibility for services.

**MINIMUM QUALIFICATIONS:** A High School Diploma or GED is required; supplemented by (1) year of experience in customer service or related field; or any equivalent combination of training and experience.

**STARTING SALARY:** \$12.04 per hour plus a Comprehensive Benefits Package  
180 day probationary period

**DATE POSTED:** Wednesday, July 27, 2016

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY:** Tuesday, August 02, 2016

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Tuesday, August 09, 2016

If interested, please go to <http://Commissioners.FranklinCountyOhio.gov/HR/> and apply on-line.

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